



Consumer Connections

Brought to you by the Consumer Affairs and Outreach Division
Consumer & Governmental Affairs Bureau, FCC

April 2021

Emergency Broadband Benefit Providers

The FCC launched an [Emergency Broadband Benefit Provider page](#) that allows partners and consumers to view participating program providers by state or territory.

Each listing includes the type of service offered, whether it's "fixed" or "mobile", and whether the provider offers connected devices as part of the program. The list is updated daily to include newly approved participating providers.

Emergency Broadband Benefit Enrollment

A partner toolkit with downloadable logos, social media images, fact sheets, and other sample outreach content and materials is [available online](#). You can customize the materials to meet your needs, including by adding your logo to co-brand.

FCC Emergency Broadband Benefit

Beginning on May 12, 2021, eligible households will be able to enroll in the Emergency Broadband Benefit, a temporary FCC program to help families and households struggling to afford broadband internet service during the COVID-19 pandemic.

The Emergency Broadband Benefit provides:

- Up to \$50/month discount for broadband service;
- Up to \$75/month discount for households on qualifying Tribal lands; and
- A one-time discount of up to \$100 for a laptop, desktop computer, or tablet purchased through a participating provider

The Emergency Broadband Benefit is limited to one monthly service discount and one device discount per household.

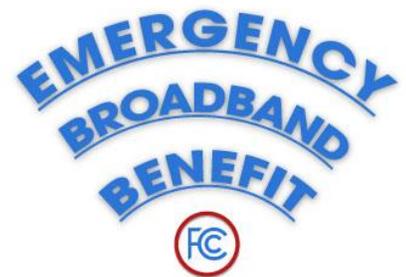
Who is Eligible?

A household is eligible if a member of the household meets one of the criteria below:

- Has an income that is at or below 135% of the Federal Poverty Guidelines or participates in certain assistance programs, such as SNAP, Medicaid, or Lifeline;
- Receives benefits under the free and reduced-price school lunch program or the school breakfast program, or did so in the 2019-2020 school year;
- Received a Federal Pell Grant during the current award year;
- Experienced a substantial loss of income due to job loss or furlough since February 29, 2020; or
- Meets the eligibility criteria for a participating broadband provider's existing low-income or COVID-19 program.

Check out www.fcc.gov/broadbandbenefit for a Consumer FAQ and other program resources.

Once enrollment begins, eligible households can enroll through an approved provider or by visiting getemergencybroadband.org.



Upcoming Events

Join us for our Monthly Consumer Information Call!

May 11, 2021

June 8, 2021

2:00 p.m. EDT

To RSVP and for more
info email

outreach@fcc.gov

Open Commission Meetings

[April 22, 2021](#)

10:30 am - 12:30 pm EST

[May 20, 2021](#)

10:30 am - 12:30 pm EST

[All FCC Events](#)

Resources:

[Consumer Guides](#)

[FCC Scam Glossary](#)

[Consumer Help Center](#)

[Consumer Complaint](#)

[Center](#)

Consumer Education Materials to Share

Download PDF's of the
FCC's [tip cards and
posters](#) to share. Tip
cards are available in
Spanish, Korean,
Tagalog, Traditional
Chinese & Vietnamese
upon request.

Connect with the FCC:

[Facebook](#)

[Twitter](#)

[YouTube](#)

Contact CAOD:

Inquiries and information
requests can be sent to

outreach@fcc.gov

fcc.gov/outreach

The Emergency Broadband Benefit Webinar for Consumers and Outreach Partners

The FCC hosted a public webinar to provide information on the Emergency Broadband Benefit on April 27, 2021. The webinar provided consumers and outreach partners with an overview of the program, eligibility information, and enrollment procedures. The FCC also introduced an outreach tool kit that contains materials that have been developed for partners and the public to use to help spread the word about the temporary program. A recording is available on the [event page](#).

FCC and Partners Hold COVID-19 Scams and Older Adults Webinar

On Tuesday, February 23, 2021 the FCC along with its partners, the Consumer Financial Protection Bureau and the Department of Health and Human Services' Administration for Community Living, hosted a [webinar](#) highlighting how older adults can protect themselves from COVID-19 scams. A recording is available on the [event page](#).

The webinar provided tips on how to avoid vaccine-related scams and resources available to older adults. When it comes to the vaccine, you can't pay to skip the line or reserve your spot. Inbound calls or texts that ask for your Social Security number, financial details, or insurance information to reserve your spot are always a red flag. [Learn more](#) about how to protect yourself.

National Consumer Protection Week Highlights COVID-19 Scams

To kick off National Consumer Protection Week (February 28 to March 6, 2021), Patrick Webre, Chief of the FCC's Consumer & Governmental Affairs Bureau, [released a note](#) about the evolution of scams during the pandemic.

The FCC maintains a [webpage](#) that aggregates our COVID-19 tips, resources, and scam information – including audio of real scam robocalls – all in one place. There you can see tips to avoid package delivery scams, peer-to-peer payment scams, and guides on how to optimize your home network and keep your video conferences secure.

Disability Advisory Committee Meeting Conducted

The Federal Communication Commission's Disability Advisory Committee (DAC) held its first meeting under its current two-year charter on Thursday, February 18. You can find a video of the event [here](#).

[The meeting](#) was highlighted by a discussion on accessible communications for individuals with disabilities during the COVID-19 pandemic.

Originally established in 2014, this is the fourth term of the committee (members serve in two-year terms). The Committee provides a means for stakeholders with interests in accessibility issues to exchange ideas, facilitates the participation of consumers with disabilities in proceedings before the Commission, and assists the Commission in educating the greater disability community and covered entities on disability-related matters.

For additional information about the DAC, contact Debra Patkin, the DAC's Designated Federal Officer, at dac@fcc.gov.